

THE IPN DISPATCH

IPN Monthly Dispatcher Update

June 2014

Hear ye! Hear ye! Read all about it!

Based on recent feedback from dispatchers, the monthly dispatcher update has undergone a major “update” of its own. The newsletter will now be published in a PDF format and archived on the IPN website. You will still receive a monthly email when the newsletter has been uploaded but it will contain a link to the current issue instead of a plain text copy. You will still learn about dispatching tricks, policy updates, and guidelines review. New exciting features will include Dispatcher incident photos, trivia, feedback surveys, and much more.



Going forward, all newsletters will remain online so that you can refer back to them at any time.

As always, we need your input and feedback.
Contact us at newsletter@incidentpage.net

IPN Dispatcher of the Month

We are pleased to announce
that **CAL031** has been named
DOTM!

We are excited to award him
an item from our IPN Gear
Line. We truly appreciate the
high quality service that each
of you provide.

Location, Location, Location



Our quality assurance team has noted an unusual increase in the number of calls being paged as “block of” instead of a specific address (ie 200 Block of Smith St). We realize the official dispatch may have gone out this way but it is extremely rare and care should be given by the IPN dispatcher to try to improve upon that address; isn’t that the attention to detail you have come to expect from IPN?

As you may have noticed, IPN is now geocoding the address prior to the incident being sent; eventually, this will happen on the fly as you are entering the data. In order to accurately geocode the address, only the numerics and street name can be entered into that field, with the exception of cross-street addresses or freeway responses (a CAD headache even for large police and fire agencies).

“IAO address given,” for “in the area of” may be noted in the text of the alert but should not be entered into the address field. Commonplace names, such as “Faraday Airport” or “Smithfield Plaza” should also be noted in the text of the alert and not as an address.

Alerts missing key information may not receive full credit.

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San Diego Dispatchers (SAN003, SAN033, SAN029, SAN052, and SAN074) and your Admin Team

Feed Review

-by SAN084

Devastating brush fires have already reared their ugly head in Southern California and many homes have been lost and acres of land charred. The "Rural San Diego CAL FIRE and USFS" feed on Broadcastify covers much of the non-urban areas of San Diego but CAL Fire and USFS almost always share in the response to these massive campaign fires even in the incorporated areas. According to the feed provider, nearly a thousand listeners were logged in during the recent major brush fires in Oceanside, Vista, Escondido, and Camp Pendleton (all in San Diego County).

In addition to covering the more rural areas of the county (Ramona, Julian, Pine Valley), the Cal Fire Dispatch Center in San Diego (under the moniker of Monte Vista) is contracted by several cities to provide communications and dispatch services (Spring Valley, Valley Center, portions of El Cajon, and more).

[Click here](#) for the audio link and bookmark it today!

So Cal Town-Hall Meetings

Your IPN Admin Team Members were excited about their recent meetings with dispatchers from San Diego and Los Angeles.

The San Diego meeting was held over dinner at Filipi's Pizza and was well-attended. We had a lively discussion, handed out some free IPN gear, and got some really excellent feedback on policies, website functionality, and, of course, what features are wanted in the Dispatcher iPhone App.

The Los Angeles meeting was held at LAFD station 89 in North Hollywood. Again, we were pleased to meet so many of our talented dispatchers in person. The LAX chapter has seen tremendous growth over the past few years and these dispatchers are to be commended for their efforts.

Watch the IPN newsletter for announcements on where we are going next. Will it be Phoenix? Kansas City? Hawaii? (Sorry, but IPN will not be attending the Firehouse Expo in Baltimore this year.)

There's an APP for That

Check out the Android Market or App store and download one of many easy to use smart-phone apps for listening to an online scanner when you're away from your home/car scanner. The RadioReference.com forums are a great place to learn more...[click here](#) to be redirected.

Remote Dispatchers

Do you often monitor an area other than your home chapter? Send a request to [support](#) to obtain dispatcher access to additional areas and boost your rewards points in the process.



Submit Your Photos

We would like to feature more incident photos in our newsletter but ask that you conform to the following photo requirements:

- Must have been taken by an IPN dispatcher.
- Be associated with an IPN alert.
- Include alert with your submission.
- May not contain content that is confidential or graphic in nature.

Submit to:
newsletter@incidentpage.net

Incident photos are included in the newsletter based on space availability and there is no guarantee your photo will be used.

By your submission, you authorize 911 iMedia, Inc, to publish your photo(s) in our monthly dispatcher newsletter. Should we desire to use your photo(s) in another publication or website, we will seek your additional authorization.



LAX| Los Angeles, CA (Los Angeles County)| LAFD Maj Emerg Fire| LAFD 9/17| 13434 Saticoy St| BC14 Saticoy IC, Pallet yard and 1 story commercial w/very heavy fire showing and roof collapse.| LAX092| 00:56

Referral Credit

Did you know that you can earn dispatcher rewards for referring a friend to become a dispatcher too?

Simply [click here](#) to complete a brief online form and an invitation will be sent to your friend. Once approved and active a 25-point credit will be applied to your dispatcher rewards account.

Want to earn even more easy points? Refer someone that becomes a paid subscriber and earn 50 rewards points! Forward them our [subscription link](#) and remind them to include your name as a referral.

There is no limit to how many dispatchers or premium subscribers you can refer.



"Normally we do a background check, but..."

Guidelines Review: Brush & Major Brush

If you haven't already noticed, we have a bit of theme going this month and, if you have been watching the news, you know why: IPN has been on top of several major wildfires in the western United States this past month. Fires in Arizona and California have already scorched thousands of acres and more fires are breaking out nationwide.

Remember, despite the response level at the local fire department level, IPN brush fires alerts must meet our guideline requirements. Please take a moment to review the current Brush & Major Brush minimum requirements:

BRUSH FIRE: Incidents which meet at least 1 of the following criteria...

- * AT LEAST a 1st alarm response working (Not 1 or 2 Units) or AT LEAST 1 acre in size.
- * Helicopters/Planes Requested or at scene * Evacuation or extension to Structures.

MAJOR BRUSH: Brush Fires that are *greater than* 20 Acres or at least a *3rd Alarm* response working the incident.

Unique to these incidents is that many subscribers nationwide have selected these alerts types outside of their home chapter in order to receive significant forestry, wildland & brush alerts; therefore, it is essential that they be paged over the proper incident type.

Details are the key and avoid just stating "Brush Fire" or "Large brush fire." Make note of fire size, response level, structure threat, type of terrain and any evacuation orders. Small brush fires, contained to a freeway median, should be sent as a traffic advisory.

****IMPORTANT NOTE:** Alarm Levels (1st through 5th) are reserved for structure fires and are never used for IPN brush fire alerts, even if the local department utilizes those terms in their dispatch (except as noted above in the narrative).



Photo Credit:
Rick McClure

PulsePoint—Rural Metro

TUCSON, AZ The Rural Metro Fire Department is the first EMS agency in Arizona to join the PulsePoint revolution; hopefully, others will soon follow. As an IPN dispatcher, this can be a very valuable tool and we invite you to learn more about this amazing app on their website: www.pulsepoint.org.



While the majority of the calls we have seen so far are EMS-related, they do promote fire calls as well. Like IPN, you can enable your settings so that you only receive alerts on incidents that would be useful to you.

Rural/Metro Corporation is a private, subscription-based fire & EMS (ambulance) system. Learn more about their unique Tucson division here: Rural/Metro Tucson. Note: They are separate from the city of Tucson Fire Department. We have not been able to locate an online audio feed associated with this department via PulsePoint or Broadcastify. If you know of a feed please contact IPN support so that we can highlight it in a future feed review.

Live in Tucson? Contact Broadcastify to learn about hosting a feed.

Contact Us

Remember, we are here for YOU.

Newsletter Story & Photo Submission:
newsletter@incidentpage.net

General Support:
support@incidentpage.net

Dispatcher Admin Office:
1900 Weld Blvd, Suite 105
El Cajon, CA 92020

Quick Links:

Like us on [facebook](https://www.facebook.com/incidentpage)
Follow us on [Twitter](https://twitter.com/incidentpage)

Public Safety Trivia

Dragnet character Joe Friday (played by Jack Webb) never said "Just the facts, ma'am." The actual line was "All we want are the facts" but the phrase has become very popular anyway.